

CECW-ON

S: 10 Nov 2000
10 October 2000

MEMORANDUM FOR: COMMANDERS, MAJOR SUBORDINATE COMMANDS,
ATTN: CHIEFS, CONSTRUCTION-OPERATIONS
DIVISIONS

SUBJECT: National Recreation Reservation Service (NRRS) Park Office Coach, Assist and Train Teams (C.A.T.T.)

1. The National Recreation Reservation Service (NRRS) has successfully completed its second summer season of operation, offering three sales channels for customers to make advance reservations for U.S. Army Corps of Engineers and Forest Service recreation sites and facilities across the country. Support for the field location sales channel is provided through Park Office, a computer program that assists the local park staff with facility management, reservation sales, and registration processes. Park Office systems have been deployed to more than 500 Corps campgrounds, generating over 475,000 reservation sales in FY 2000.
2. A Park Office Implementation Team was established during the first two years of operation of the NRRS contract to help assist the field staff identify and address software and hardware issues. This team is being expanded to incorporate a new approach – Division Coach, Assist and Train Teams (C.A.T.T.) – as described in the enclosures to this memorandum. This new approach is intended to develop trained personnel within each Division who can assist their own team members in resolving Park Office issues. Seven C.A.T.T. are being established, with a total of 26-34 members supporting 149 project offices. This memorandum announces the opportunity for individuals to participate as members of a Division C.A.T.T. Selected individuals will provide, from their current work locations, direct support to projects utilizing the Park Office program. The individuals will work under the direction of the Corps NRRS Program Manager and COTR when performing as a member of a C.A.T.T.
3. Nominations should be submitted through the major subordinate commands to reach CECW-ON by 10 November 2000. Each nomination should include the nominee's preference for consideration as team member, team leader and/or the team coordinator. Nominees must meet the minimum nominee qualification requirements described in the attached C.A.T.T. Mission and Team Organization document. The point of contact at CECW-ON is Ms. Judy Rice

CECW-ON

SUBJECT: NATIONAL RECREATION RESERVATION SERVICE (NRS) PARK OFFICE
COACH, ASSIST AND TRAIN TEAMS (C.A.T.T.)

at (202) 761-4751; the Interagency Program Manager is Mr. Jack Ardner, (503) 808-3886; and the Corps Program Manager and COTR is Mr. Greg Webb, (817) 978-4641.

FOR THE COMMANDER:

/S/

Encl

CHARLES M. HESS
Chief, Operations Division
Office of Deputy Commanding General
for Civil Works

Coach, Assist, & Train Teams (C.A.T.T.)

Mission and Team Organization

National Recreation Reservation Service

Background

In order to implement and operate the National Recreation Reservation Service (NRRS), the contract specifies that the participating agencies will perform a large number of activities and services. To accomplish these requirements successfully, major work items were identified and assigned to specific Implementation Teams. These Implementation Teams have the responsibility to assure that government services, as defined in the contract specifications, are provided in a timely manner.

One of the NRRS Implementation Teams is the Field Reservation Program Team. This team serves as the point-of-contact for identifying and addressing, from the Government's perspective, all software/hardware issues related to the Field Reservation Program implementation and operation. Additionally, it evaluates the contractor's recommendations for software and hardware configurations for field application and use and provides primary and expanded testing programs for evaluating all new software, hardware and telecommunications. Following completion of the testing and evaluation processes, the team provides recommends to the COR for approval and release of each new software, hardware and telecommunications capability and each software upgrade.

With the evolution of the NRRS Field Reservation Program from the implementation phase into actual operation, the support requirements of the Projects that utilize Park Suite software have changed significantly from those provided by the original Field Reservation Program Team. With the Field Reservation Program fully deployed and operational, the need for direct field support in areas not contractually required by the NRRS contractor has increased in proportion with the number of Projects operating with Park Suite software. To meet the increased need for direct field support, it is proposed that the current Field Reservation Program Team be incorporated into new, expanded Division Coach, Assist, & Train Teams.

Coach, Assist, & Train Teams Mission

Coach, Assist, & Train Teams (C.A.T.T.) are USACE Division based, trouble-shooting teams, composed of specially trained field personnel, with the mission of providing direct support to Projects utilizing Park Suite software for National Recreation Reservation Service (NRRS) operations for issues which are not contractually required for support by ReserveAmerica. Team responsibilities include a) directly supporting Projects that utilize Park Suite software, b) field testing new versions of Park Suite, c) providing input to the scopes of work for future Park Suite enhancements, d) developing user training

materials, e) participating in Park Suite training activities, and f) assisting other NRRS agencies with implementation of the Field Reservation Program, as appropriate.

Team Organization

C.A.T.T. will be staffed by specially trained field personnel who are nominated by District POC's, with nominee and supervisory approval through the chain of command. The final selection of nominees will be made by HQUSACE and those selected will serve a minimum 2-year appointment to the team with option for extension after each term. Personnel selected for C.A.T.T. will remain at their duty station and perform their normal functions when not performing C.A.T.T. duties, attending training sessions, or traveling for field support purposes.

C.A.T.T. will have a designated team coordinator appointed and partially funded by HQUSACE. The team coordinator will have the primary responsibility of coordinating support activities, software testing, training materials development and communications between team leaders, the agency COTR and ReserveAmerica. The coordinator may also serve in the capacity of a Division Team Leader (see Staffing below).

C.A.T.T. will not replace the existing NRRS Help Desk, which is a contractual requirement for ReserveAmerica, but will provide supplemental support to Projects in areas such as computer hardware and Windows NT.

Nominee Qualification Requirements: For selection for team membership, nominees should possess above average skills and knowledge in the areas of computer hardware, operating systems and recreation area management. Additionally, nominees should meet the following selection criteria:

1. Previous attendance at Park Suite Train-the-Trainer training course.
2. Possess direct field experience with Park Suite software.
3. Possess direct field experience with NRRS operations.
4. Possess direct field experience with setup of Park Suite computer systems.
5. Possess direct field experience with basic troubleshooting of Park Suite and computer system issues.

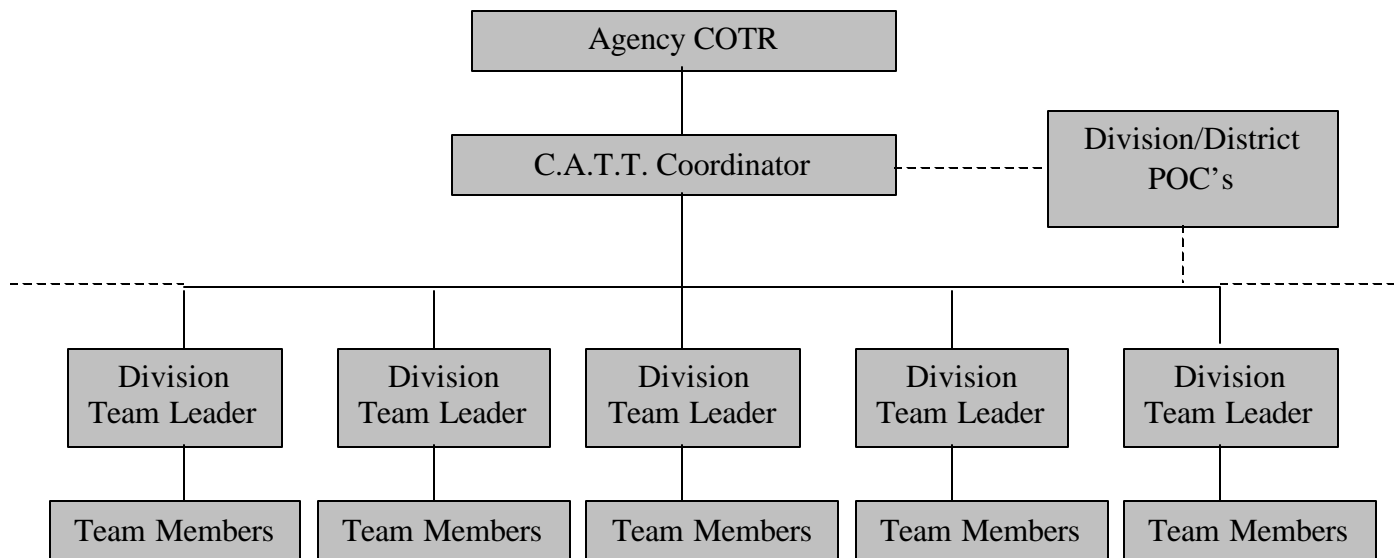
Staffing: C.A.T.T. will be deployed in USACE Divisions that have active NRRS facilities. Staffing will be based upon support requirements associated with field operations of the NRRS for the Division being supported by each team. Every team will have additional space available for IMO support specialists from each Division. Estimated staffing requirements for each Division are identified in Attachment 1 – Division C.A.T.T. Staffing.

Each team will have a designated team leader. The team leaders will have the responsibility for coordinating support activities and communications with their teams

and with the C.A.T.T. Coordinator. Team leaders will coordinate with Division POC's, District POC's and Information Management and Services offices when appropriate.

The organizational structure of C.A.T.T. is shown in Figure 1 below:

Figure 1 – C.A.T.T. Organizational Structure



Training: Prior to performing duties, personnel selected for C.A.T.T. will receive advanced training sponsored by the NRRS with support from ReserveAmerica. Team members will be required to travel as needed to attend training sessions. Training will be designed to enable the team members to be proficient with and provide field support in various areas of NRRS operations. (See Attachment 2 – C.A.T.T. Training Program.)

Support Services: C.A.T.T. will provide a variety of support services to Projects that utilize Park Suite software. These support services will be limited to those that are not contractual requirements of ReserveAmerica. Services will include support for computer operating systems (Windows NT, Windows 2000, etc.), computer hardware issues and associated software. Additionally, team members will provide support and presentations for the annual NRRS Regional Training Sessions and other NRRS presentations as required.

Funding: Funding for required C.A.T.T. training, including associated travel and per diem, will be provided by the NRRS. C.A.T.T. support activities will not be funded by the NRRS. It is recommended these services be funded on reimbursable basis at the local level. All salary costs for team members and team leaders, except for the C.A.T.T. Coordinator, will remain the responsibility of the local duty station. C.A.T.T. Coordinator duties will require no more than 40 percent of total duties, and the NRRS

will pay up to 40% of the coordinator salary and all travel and per diem expenses associated with these duties.

Division Coach, Assist & Train Teams (C.A.T.T.)

National Recreation Reservation Service

CELRD

Corps District	Number of Projects Supported
Huntington	4
Louisville	6
Nashville	8
Pittsburg	4

Total Projects Supported: 22

Estimated Team Size: 4

IMO Support Specialist: 1

CEMVD

Corps District	Number of Projects Supported
St Louis	5
Rock Island	4
St Paul	4
New Orleans	0
Vicksburg	7

Total Projects Supported: 20

Estimated Team Size: 4

IMO Support Specialist: 1

CENWD

Corps District	Number of Projects Supported
Kansas City	13
Omaha	6
Portland	2
Seattle	1
Walla Walla	2

Total Projects Supported: 24

Estimated Team Size: 4

IMO Support Specialist: 1

CENAD

Corps District	Number of Projects Supported
Baltimore	3
Philadelphia	0
New England	3

Total Projects Supported: 6

Estimated Team Size: 2

IMO Support Specialist: 1

CESAD

Corps District	Number of Projects Supported
Charleston	0
Jacksonville	1
Mobile	12
Savannah	2
Wilmington	3

Total Projects Supported: 18

Estimated Team Size: 3

IMO Support Specialist: 1

CESPD

Corps District	Number of Projects Supported
Albuquerque	3
Sacramento	7
San Francisco	2

Total Projects Supported: 12

Estimated Team Size: 2

IMO Support Specialist: 1

CESWD

Corps District	Number of Projects Supported
Little Rock	16
Ft Worth	23
Galveston	0
Tulsa	14

Total Projects Supported: 53

Estimated Team Size: 7

IMO Support Specialist: 2

Coach Assist and Train Team Summary

Total Projects Supported: 149

Total Estimated Team Size: 26

Total IMO Support Specialists: 8

Coach, Assist and Train Teams (C.A.T.T.)

Training Program

Prior to performing duties, personnel selected for C.A.T.T. will receive advanced training sponsored by the NRRS with support from ReserveAmerica. Team members will be required to travel as needed to attend training sessions. Training will be designed to enable the team members to be proficient with and provide field support in various areas of NRRS operations.

The training program for team members is outlined below:

- 1) Park Suite – Comprehensive
 - a) DBA functions
 - i) Security Setting
 - ii) Task Privileges
 - iii) System Parameters
 - b) Training of contract recreation fee collectors
 - c) Database back-up procedures, storage and recovery
 - d) Software error messages
 - e) Advanced Park Suite Software functions
- 2) Agency Policy
- 3) NRRS Policy and Operating Procedures
- 4) Recreation Area and Campground Management
 - a) Reservation Management
 - b) Using the NRRS as a management tool
 - c) NRRS field operations

- 5) Computer Operating Systems and Associated Software
 - a) Installation
 - b) System Setup and Settings
 - c) Error Messages
- 6) Hardware
 - a) Diagnosing hardware issues
 - b) Basic hardware repairs and configuration
- 7) Telecommunications
 - a) Identifying and diagnosing telecommunications issues
- 8) Inventory
 - a) Setting up and managing recreation area inventory
 - b) Optional inventory settings
 - i) Reservation cut-off window
 - ii) Minimum stay rules
 - iii) Holiday premium fees